

Problem

Waiting rooms pose a problem because patients who come to the waiting room are in a highly stressful situation that can be heightened by a poor waiting room experience.



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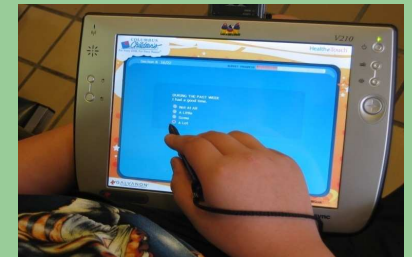
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Personal Waiting Room Assistant

Making Waiting Less Painful



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Introduction

The environment in waiting rooms today needs to be improved. By Improving the environment, stress can be reduced and patients can be made more receptive to care. Instead, most waiting rooms today are a disabling environment.

What can the Personal Waiting Room Assistant do?

The Personal Waiting Room Assistant has four components that will enhance the patients' waiting room experience.

1. Self Registration
2. Monitoring Vital Signs
3. Providing Information
4. Positive Distraction

1. Self Registration

Upon receiving the ER Assistant

- The patient will be asked to enter information into the system
- This information is sent to the receptionist
- Functionality will allow for integration with EHR

Advantages:

- Eliminates errors
- Eliminates the time consuming paper-shuffle of the patient registration process

2. Monitoring Vital Signs

- The Assistant will have an attachment that will monitor the patients vital signs
- These will be loaded to a screen for the nurses to monitor while the patient is in the waiting room

Advantage:

- This system will help alert healthcare providers about potentially dangerous changes in patient health.

3. Providing Information

- The Assistant gives information about the wait time and the triage process

Advantage:

- Communication of estimated waiting time and availability of immediate treatments for minor injuries or symptoms increases the time patients are willing to wait

4. Positive Distraction

- Provides Positive Distraction for patients while they wait.
- Patients can choose to
 - A) Tour the Hospital's ED
 - B) Tour the World through Google Earth
 - C) Access Second Life through the assistant

Advantage:

- Freedom from the idea that the patient is confined to the waiting room by travelling the world virtually.